

Lochinvar Pet Motel

The Lochinvar Pet Motel is the perfect place to board your precious pet. We offer well priced Daycare, Overnight Boarding through to Extended Stays (over 30 days), in a home-like environment for your furry or feathered family member. Our dedicated staff pride themselves on the service they provide to make sure our pet motel is clean and safe so our guests are happy in their home away from home. To improve our facility even further we are currently undergoing major renovations and we apologise for any inconvenience caused and the appearance of our Pet Motel.

Located near Maitland on the edge of the Hunter Valley Wine Country at 206, Old North Road, Lochinvar, we are just 52 kms from Newcastle,
an easy 45 minute drive.

Your pets health and well-being is of the utmost importance to us. To assist us in providing the very best of care, please ensure you have read carefully all the terms and conditions on the online [Booking Page](#). If you have any questions or need clarification about any item, please do not hesitate to call before you make your booking.

Prior to Covid we were Nationally Accredited to meet Pet Industry Standards/Code of Ethics and had met the PIAA requirements for Business Practices, Work Health and Safety Legislation, Kennel and Cattery Practices and Procedures. Additionally we had received an award from PIAA for staff education and training. Unfortunately PIAA have elected not to continue with the Accreditation Program but none the less we still maintain the

same level of service.

For your convenience and to protect you and our staff

- The Lochinvar Pet Motel is one of the few facilities that welcome you to accompany your pet(s) to their kennel or cattery accommodation but please do this as a 'kiss and drop' as at these times we often have many other clients to attend to.
- **For Your Safety** as from the 1st of February 2025 You **MUST** wear fully enclosed or Work Safe shoes to Kennel/collect your pet...
OR bring an extra **\$50.00** note please. The \$50 is to cover for staff assisted drop off and departures of your pets if you have chosen to wear thongs, crocs, scuffs or open sandals.
- All your details should have been taken at reception before you move to the accommodation area.
- You should allow 10 minutes for check-in and check-out.
- If you wish to book a specific kennels and catterys there is a reservation fee of \$35 (subject to availability).
- We reserve the right to refuse any booking without cause or reason.
- Our staff are here to help you and care for your pet - if you have an issue please treat them with courtesy and respect.
- For normal boarding (not Daycare or Extended Stays - 30

days or more), please use our online Express Check-in for dogs & cats below.

- If you are experiencing difficulties with our online booking system, please call [0417 080 053](tel:0417080053) between 11am - 3pm.

Express Check-In

- Please note - Surcharges apply over the Easter period Thursday 18th April to Sunday 21st April 2025. These will be included on your invoice.
- **Bedding is provided.** If you choose to bring your own bedding or a t-shirt we do not accept any responsibility for it. It will be thrown out when it starts to smell. 'Pet Toys' have been identified as a WH&S hazard and are prohibited.
- If your pet requires veterinary attention a fee of \$300.00 applies to transport your pet.
- You should allow 10 minutes for check-in and check-out.
- **Hours* are: 7am to 10.30am or 3pm to 5.30pm.**
*Our hours are restricted by Maitland City Council and the Environment Protection Agency (EPA) due to noise levels.
- Out of hours drop off and pick up are subject to an out of hours fee of \$50 - this extra charge is to cover extra compliance required with the authorities and out of hours staffing costs.
Gates close at 10.45 and 5.45pm - you must leave by this time.
- Refunds / Discounts (if you collect before the designated date) are only given in the event of a Natural Disaster.
- If you are leaving one or more cats with us we will need to board them together in the same suite. If this arrangement is not suitable for your cats for any reason we reserve the right

to decline your booking.

- All non-sociable dogs are now subject to an additional fee of \$10 per pet, per day. This charge is to cover the extra time we spend exercising your dog separately to keep your dog happy and other dogs safe. Dogs within the same family that are incompatible or unsociable and require separate kennels are also subject to this charge at the discretion of the management. To ensure fairness and to keep our rates as low as possible this is a 'user pays' system. Thank you for your understanding.
- **Lochinvar Pet Motel regrets that it can no longer accept Great Danes** for boarding due to our facility not being suited for them.